THE CITY OF Penticton

911 RESCUE

2008-05862/

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MESSAGE FROM THE FIRE CHIEF

I am very pleased to be able to provide you with the Penticton Fire Department's (PFD) Annual Report for 2004. It is an honor to serve as the fire chief for an outstanding community that prospers on vision and sustainability. I am also very proud to lead a group of men and women who are committed to enhancing community safety and quality of life in Penticton.

As you peruse this report you will appreciate how busy the fire department was this past year and numerous accomplishments that were achieved. The statistics and words in this report may profile the performance of our organization but they do not accurately credit the planning, effort, determination and teamwork that played key roles in our achievements.

Our department looks forward to a new set of challenges and opportunities in 2005 and facing them as a unified department. Thanks as always to our members for their tireless effort as well as the City Administrative team, City Council and our Citizens: without their continued support we would not be able to carry out our mission.

Fire Chief A.G. (Mac) Lockhart

VISION

We will be a customer focused solution for the community, committed to reducing suffering and loss by providing optimum prevention and emergency protective services.

MISSION

To enhance the quality of living in our Community by preventing or minimizing injury and loss of life and property from fire or other emergencies that may occur within the jurisdictional boundaries of the area we serve.

GOALS AND OBJECTIVES

The Penticton Fire Department strives for excellence in each of the following core service areas:

Emergency Response - fire suppression, pre-hospital medical emergencies, and all types of specialized and technical rescue.

Emergency Communications - providing comprehensive regional 911 services, emergency dispatch, automatic alarm monitoring response, and municipal after hours response;

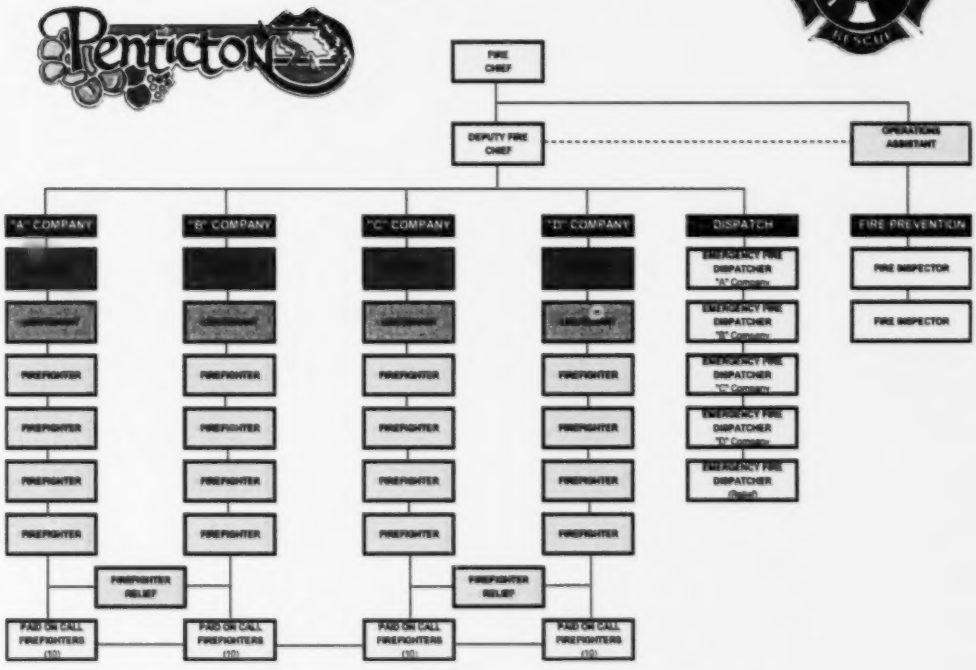
Public Education - helping children, families, business and industry become more aware of fire and safety threats, preventive techniques, and appropriate emergency responses.

Inspection and Investigation - ensuring that proper equipment and procedures are in place through education, code compliance, and enforcement - investigation to better understand cause and avoid similar tragedy.

Ensure Workplace Safety – for all PFD personnel through training and education to meet the National Fire Protection Association Standards and Workers' Compensation Board Regulations.

PENTICTON FIRE DEPARTMENT

Organizational Structure - 2004



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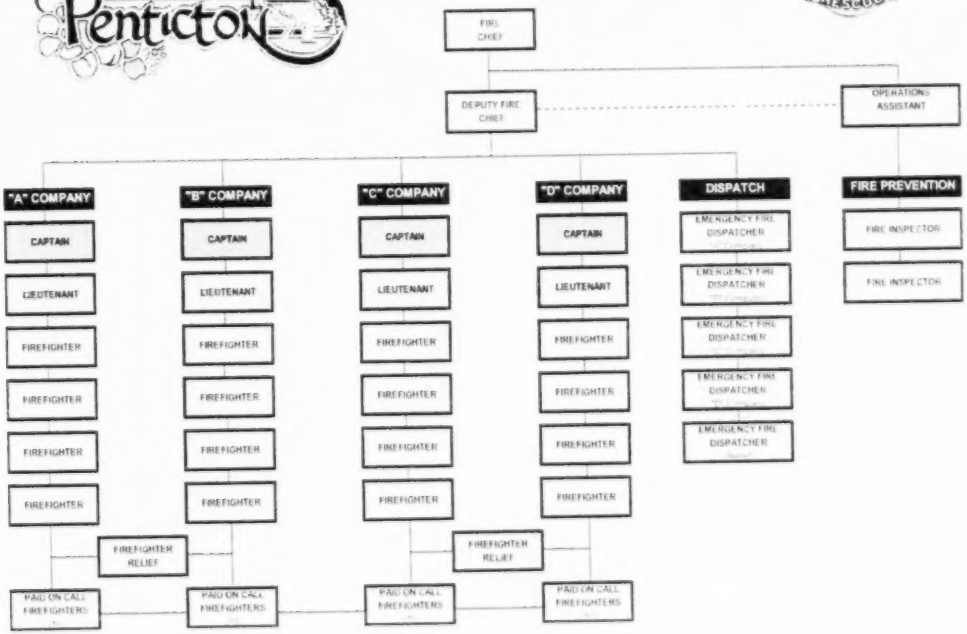


2004 HIGHLIGHTS

The past two years were momentous years for the Penticton Fire Department. The Department had many significant achievements and the highlights are as follows.

- After Firestorm 2003 the PFD quickly put an action plan in place that would help property owners who live in interface areas protect their property, buildings and other belongings against wild fires. The PFD held workshops with the Ministry of Forests, delivering the FireSmart program to all households in the high hazard areas of the fire protection district.

- In 2004, The PFD received the results of the Fire Underwriters Survey (FUS) conducted by CGI Information Systems and Management Consultants. The FUS is a report which analyses the PFD's operations and well as the City's water supply system. The report compliments the PFD on many achievements and progressive changes resulting in a Class Four rating.

- The PFD is the lead City agency for emergency planning. With the assistance of a consultant, a new Emergency Response and Recovery Plan was developed and written, then to test the plan a table top exercise was held with key agency personnel. With the implementation of the Plan, the City has made an enormous commitment to the citizens of Penticton to ensure their safety during a major disaster.

- In 2004, the PFD reviewed and revised the existing Fire and Life Safety Bylaw. After key stakeholders were consulted the Bylaw was rewritten to reflect necessary changes and then went to the Emergency Protective Services Committee for approval and then City Council for adoption. The majority of the changes focused on open air burning and improving air quality.

- As fire fighting is a very dangerous profession the PFD places a heavy emphasis on all types of training. This past year we have been fortunate to have buildings donated to the PFD for live fire training prior to demolition. Specialized training included High Angle Rescue for the two tower cranes working in our City, First Responder Level III with AED and spinal endorsement, and water rescue-boat operation for the department's Zodiac.

- The PFD was one of the first department's in BC to create and implement a Career Track Program for all members of the department. The program establishes paths plotting out courses and programs that are required for advancement. The program committee has recently completed a major revamping of all courses and programs and is now included in the PFD's Operational Guidelines.

- In 2004, the PFD took possession of a new rescue truck with a compressed air foam system and state of the art rescue equipment. This versatile truck responds to vehicle accidents, first responder calls and fire calls. With the assistance of provincial-federal grants the 'quick response vehicle' has become a very cost effective means of responding to all types of emergencies.

DEPARTMENTAL REVIEWS

EMERGENCY RESPONSES

FIVE YEAR SUMMARY

Emergency response whether it's a third alarm fire, a multi-vehicle accident involving injuries or a water rescue due to a capsized boat is the major focal point of fire department operations. We continue to excel in our responses to provide protection to the citizens and visitors of our beautiful city.

The department's emergency response call volume continues to grow each year at a steady pace. First responder calls (Rescue and Safety) have tapered off after growing quickly from 2000 to 2003. The leveling of call volume can be attributed to further improvements in the Medical Priority Dispatch System (MPDS) that BC Ambulance Services (BCAS) dispatches fire departments. We now only respond to calls of severe or life threatening nature when we can arrive before BCAS or to assist their crews.

Year	Fire Calls	Rescue & Safety	Totals
2004	769	1538	2307
2003	748	1510	2258
2002	726	1440	2166
2001	690	1385	2075
2000	686	1059	1745

FIRE LOSSES ($): FIVE-YEAR COMPARISON

Fire losses fluctuate from year to year and depend upon the value of the real property which is consumed by fire. When comparing 2002 to 2003 total Emergency Response Calls (chart above) saw an increase of 92 calls. The Total Fire Loss comparison for the same year saw an increase of well over $1.1 million. In 2004, while fire calls increased by 21 over the previous year, Total Fire Loss decreased by $2.1 million.

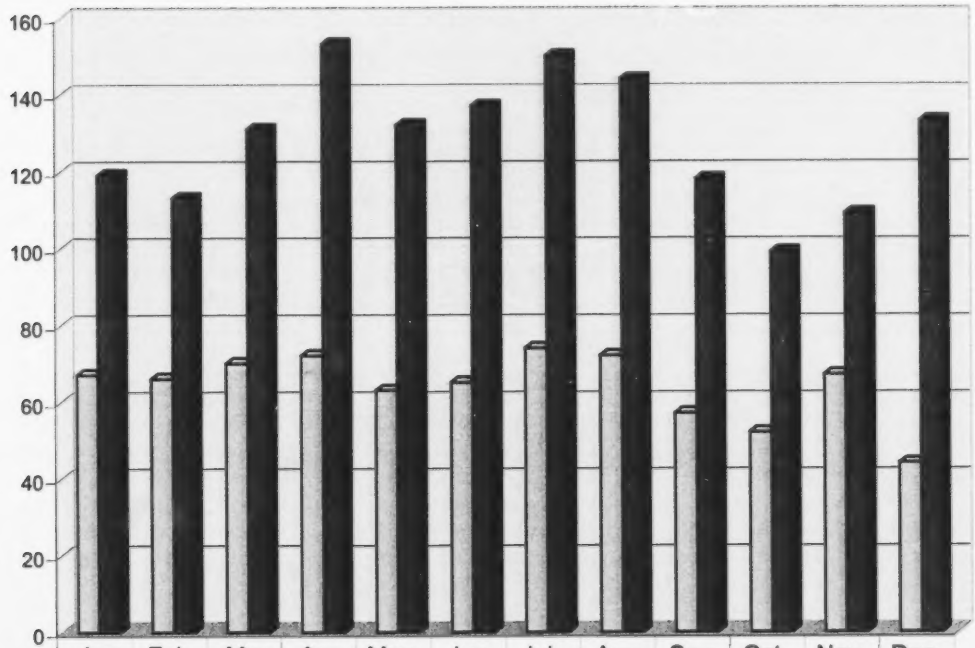
The significant decline can be attributed to our fire services personnel who respond to fires in an expedient manner and are trained to the highest standards for fire suppression services. Credit must also be given to our fire prevention staff, which carries out mandatory fire inspections and public education programs throughout the City.

Type of Loss	2000	2001	2002	2003	2004
Vehicle	$30,818	$113,357	$203,149	$77,100	$137,000
Contents	$1,074,250	$566,350	$524,650	$750,750	$116,130
Buildings	$877,350	$1,290,500	$629,500	$1,698,950	$209,905
Total	**$1,982,418**	**$1,970,207**	**$1,357,299**	**$2,526,800**	**$463,035**

CALLS BY MONTH

July was the department's busiest month in 2004 responding to 224 calls of which 150 were first responder calls. As the City continues to attract more and more tourists to our destination city our call volume will continue to grow over these busy periods. We have also found when major events are taking place such as Ironman Canada, the Peach Festival etc., our call volumes increase dramatically.

2004 Calls By Month

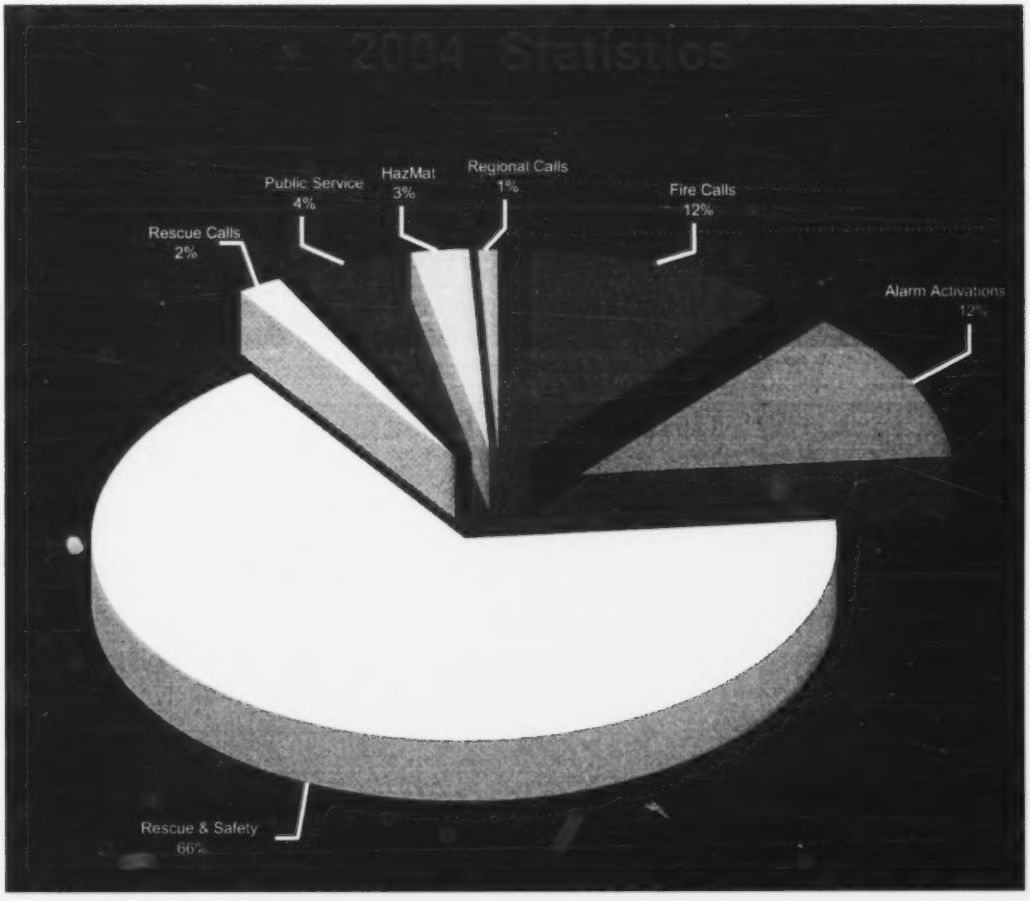


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Incident	67	66	70	72	63	65	74	72	57	52	67	44
Rescue/Safety	119	113	131	153	132	137	150	144	118	99	109	133

FIRE CALLS BY INCIDENT

In 2004, the PFD responded to 1538 Rescue and Safety calls. 1324 of these responses were for First Responder calls, and it is interesting to note that 454 of those calls were either for severe trauma or cardiac responses. The PFD also responded to 214 motor vehicle accidents where injuries were reported.

The PFD responded to 70 structure fires where losses occurred, 46 garbage bin fires and 12 wildland/grass fires. I regret to report that in 2004 the City had two fires resulting in the deaths of two individuals.



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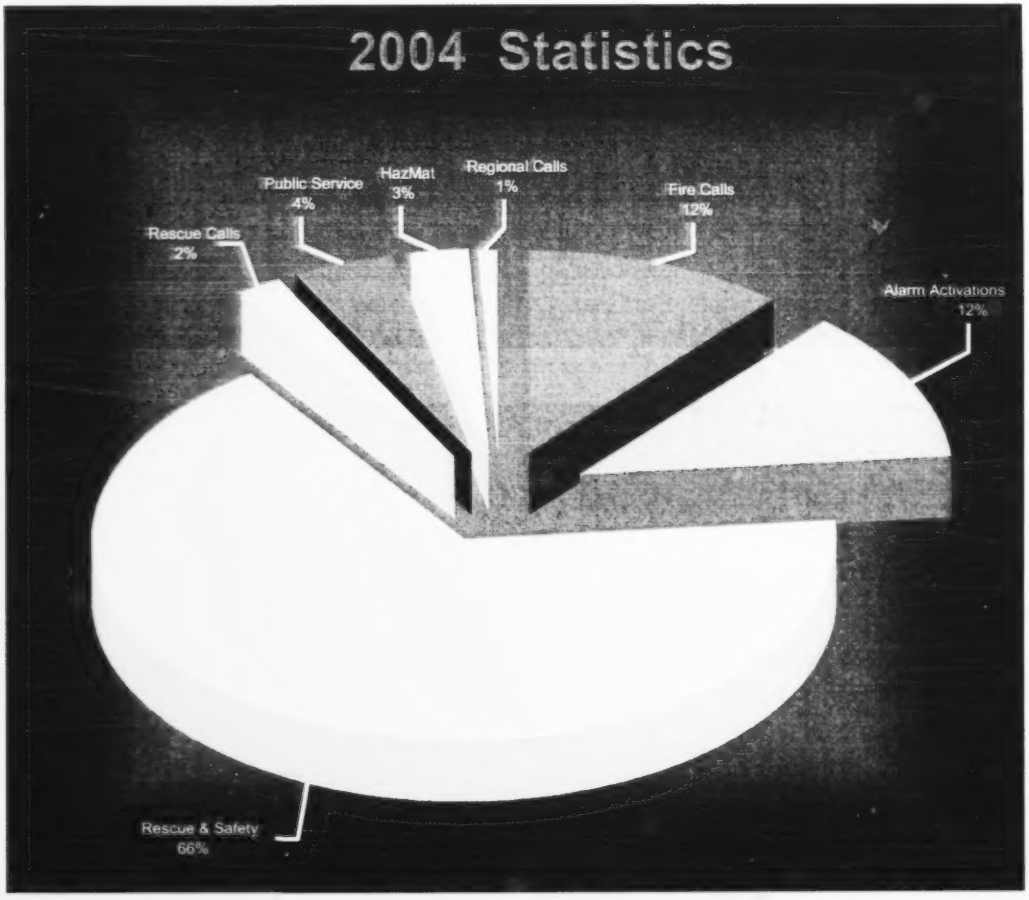

EMERGENCY COMMUNICATIONS CENTRE

The Emergency Dispatch Centre dispatches 911 fire and first responder calls to twelve other fire departments in the RDOS as well as the City of Penticton. The dispatch centre handled almost 8000 calls this past year which is a slight decrease over the previous year, in which Firestorm 2003 occurred.

The dispatch centre also monitors fire alarms in various buildings as well as providing the required Man Checks, as per the Workers Compensation Regulations, throughout the city and the RDOS. The dispatch centre also handles the City's after hours telephone service when city facilities are closed.

Type of Call	2000	2001	2002	2003	2004
911 City of Penticton	1745	2075	2166	2258	2307
911 RDOS	876	974	1086	1331	1095
Alarms and Man Checks	1557	2194	2056	2363	2594
City Answering Service	457	404	408	715	511
Fire Alarm Monitoring	1667	2064	1687	1614	1408
Other	62	63	46	51	55
Total	**6364**	**7774**	**7449**	**8332**	**7970**

FIRE PREVENTION AND PUBLIC EDUCATION

The Fire Prevention Division consists of two fire inspectors and an operations assistant/public educator. Each fire inspector is responsible to enforce the BC Fire Code Regulations and the Fire and Life Safety Bylaw 2004-57 by completing mandatory fire inspections. Each inspector is also trained through the Canadian Fire Investigation School to perform fire investigations under the Fire Services Act. Other duties include working with Building and Licensing Officials at City Hall, completing plan approvals, working with the general public on fire department issues. Fire Inspectors also deliver fire safety talks and fire extinguisher demonstrations to businesses and their employees.

In 2004, the fire inspectors completed 2356 mandatory inspections on businesses and other establishments within the City. They also completed 116 business license inspections and provided fourteen fire safety talks to 152 persons.

The Penticton Fire Department continues to educate the public about fire and life safety issues related to homes, worksites, schools, natural areas and the community as a whole. The programs were designed to address specific fire problems and to motivate the public to take positive actions to reduce injuries and property loss. In total more than 8000 children and adults received fire safety information at school or in the community. Many more people received fire safety information through the media.

School District #67, Independent Schools and Youth Programs:

Preschools:

- Teachers use the NFPA Learn Not to Burn curriculum.
- Sparky and Prevention staff visited 11 preschool classes (200 students) during Fire Prevention Week.

Kindergarten:

- Every kindergarten class received two 45 minute sessions from the Getting to Know Fire Curriculum (OFC) (265 students).

School Assemblies:

- During Fire Prevention Week a fire safety presentation was held at 11 elementary schools (2000 students).

Classroom Presentations:

- Every grade 8 class at McNicoll Park School received a 40 minute educational session focused on the inappropriate use of fire (126 Students).
- A number of elementary school teachers requested fire safety presentations (100 students).

Work Experience:

- a two day work experience for grade 11 and 12 students was held.

Safety Village:

- 1450 students (K-Grade 4) attended the Fire Safety House program.

Juvenile Fire Setter Program (OFC):

- School District #67 refers all students involved in fire setting and fire alarm activation incidents.
- 15 students participated with their parents in the initial assessment and fire safety education.
- 10 students participated in fire safety education at their school for fire alarm activation incidents.

Hall Tours:

- 20 Hall Tours (500 children) were held for school classes, preschools, daycare/day camp programs, youth groups. Tours include: fire safety and home escape skills & a tour of the trucks by suppression personnel.

Rotary Career Fair

- 500 high school students.

Community Involvement: Our department's resources are maximized by working with other organizations and businesses. We are able to reach a larger number of people with our fire safety messages through participation in public events and programs, such as:

- Kindergarten Health Fair, Interior Health Authority - *250 children with parents*
- Seniors' Symposium –*5,200 people in attendance*
- Baby Talk, Interior Health Authority - *80 parents*
- Business sponsored Open Houses (Canadian Tire and Valley First Credit Union)
- Employee Health & Safety Presentations (Canada Post and City Hall)
- Adult and youth group presentations and hall tours
- Okanagan International Children's Festival -*200 children and parents*
- Christmas Event (Community Centre) -*500 children plus parents*
- Halloween Pumpkin Patch - *500 children plus parents*
- Peach Festival Parade
- Santa Claus parade

MAJOR 2004 FIRE PREVENTION PROJECTS:

Burn It Smart Workshop and Woodstove Exchange Program: (75 participants)
Organized by the Penticton Fire Department with financial assistance from the RDOS Air Quality Committee. The purpose of the program was to encourage woodstove users to burn appropriately and safely and to promote the benefits of the new cleaner burning woodstoves.

Wildland/ Urban Interface Project:

A program was developed to encourage property owners to eliminate or significantly reduce the fire hazards on their property. The project included:

- 3 targeted mail-outs (687/mail out) to residents living in the interface areas of Penticton and West Bench/Sage Mesa– 2 newsletters and a FireSmart Booklet
- Assessment of interface areas with fire department staff and Forestry Protection Staff
- Forestry/Fire Department FireSmart Presentation - April 13 (*100 participants*)
- CHBA Home Show Display with Forestry - February (*over 2000 visitors*)
- Public Education Campaign - newspaper articles, posters, property visits

Safe Kids Canada- Safety Village Family Event

A free family event to promote safety (fire, bicycling and pedestrian). Event partners included Interior Health, RCMP, Penticton and District Community Resources, South Okanagan Similkameen Brain Injury Society, the Penticton Safety Village Society, Panago Pizza and Culligan Water. (*Over 300 participants*- families with children under 10)

Neighbourhood Smoke Alarm Testing - Fire Prevention Month Activities

Three neighborhoods were selected using the following criteria:

- high percentage of rental units
- older housing stock
- families with children

Fire Prevention, Suppression and Paid on Call members went door to door to test smoke alarms, provide fire safety information and to provide batteries and smoke alarms where necessary. Fire trucks, the fire safety tent and a complimentary BBQ were set up in each neighbourhood.

A total of 152 homes were checked and many more residents received fire safety and smoke alarm information.

PENTICTON FIRE DEPARTMENT ASSOCIATION

The Fire Department has approximately forty Paid on Call member who volunteer their time to respond from home or work 24 hours a day/seven days a week to fire calls when additional help is needed by the career staff. Service as a paid-call member of our Department requires a serious commitment as members must also attend thirty six fire drills/practises in order to maintain the required training. The Paid on Call members are very active in the community participating in fund raising events and public education programs.

Special thanks must once again go to their families and employers. These individuals are called out at any time of the day or night on a moments notice and the City passes on their thanks!

KEY GOALS FOR 2005

The year 2005 will address the continued growth of the Penticton Fire Department. A number of important issues were brought forward with the results of the Fire Underwriters Survey which will in turn be brought forward for development and implementation.

- Prepare and deliver a report to Council on manpower issues amongst the fire suppression division. This was a key issue in the survey.
- Research and design a new training facility for the PFD training division exploring options including partnerships and sponsorship.
- As the fire department continues to be the lead agency for City emergency planning, the department will design and carryout a mock disaster and open the Emergency Operations Centre.
- Create and implement a customer satisfaction questionnaire to the citizens of Penticton who receive our services. The questionnaire will help the department determine whether we are meeting the needs of the people we serve.
- Take ownership of the 2005 American LaFrance fire truck with a compressed air foam system in place. Outfit the fire truck and put into service by December 31st of this year.